

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian exercise the
separate Complaint Investigation Form for each veterinarian.

Received
JAN 22 2018
By [Signature]

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received

Jan. 22, 2018

Case Number

18-54

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING ~~Santa Cruz Vet~~

Name of Veterinarian/CVT: Kellie Barrett 5096AZ Santa/Cruz Vet Clinic

Premise Name: at Pima County Animal control

Premise Address: 1259 N Well Rd

City: Alo

State: AZ

Zo Code: 85321

Telephone: _____

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT

Name: Cynthia Swanson retired CVT out of state

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zo Code: [REDACTED]

Home Telephone: _____ Cell Telephone: [REDACTED]

BY LAW, WE REQUIRE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC. PER A.R.S. § 13-410.02, IT IS A CRIMINAL OFFENSE TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE ATTACH COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1)

Name Muttie / dog / 01/03
Breed/Species Lab mix
Age 5 years Sex _____ Color _____

PATIENT INFORMATION (2)

Name "Patchus" Trish Olsen / Griselda Sandoval "Patch"
Breed/Species chx / canine / APBT
Age 15 mo Sex F / 3 yr / Bl. color Bi-colored
opened incision sp. t. scrotum

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Kelli Barrett
5408 S 12th Ave
Tucson, AZ 85706
520 889 9643

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding the case.

Cynthia Shufman

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Candy S

Date: 4/14/18



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Fwd: board complaint

Cindy Stutesman [REDACTED]
To: Tracy.riendeau@vetboard.az.gov

Mon, Jan 22, 2018 at 10:07 AM

IMG_0723.JPG

IMG_0722.JPG

IMG_0723.JPG

19384.jpeg

19355.jpeg

19354.jpeg

19354.jpeg

Sent from my iPhone

Sent from my iPhone

Begin forwarded message:

From: Cindy Stutesman [REDACTED]
Date: January 10, 2018 at 1:57:27 PM MST
To: Cindy Stutesman [REDACTED]
Subject: board complaint

January 9 2018

Approximately quarter past eleven.

Entered the parking lot at Ajo shelter/sheriffs office from northern direction. Immediately directed away from the sheriff parking to the south side of the driveway.

Upon entering I noticed a white van crammed full of veterinary supplies spilling out into the parking lot and about half dozen people in line and inside the building. I did not locate anyone that worked for the vet. Melissa of Pima County came and ask if I had been helped and given paperwork. No so she retrieved paperwork and it was numbered 21. I completed with the help of Freeman Fry holding his two dogs and my pups leash. The wind was blowing so strong at times I could not see. Freeman mentioned while waiting they had pushed him back out because he requested Valley Fever tests. A couple with puppy, another older Doxie, hound cross, all coming out yet still no word for Freeman and I. I finally made it to the entrance and they had a surgery suite setup in the animal control office. The glass window open, a table with P pad on it.

Cassettes of suture to the right. Inside an office lived in by two animal control officers every day. The front door open, wind whipping around sand flying everywhere and 5 cats and two dogs for surgery. Benny came in looking for Debbie Morrow she was not there. His dog, his love, had fallen over foaming. Melissa and I encouraged him to have the vet look at her. He walked in to ask about it and realized they were doing a surgery right there, he stepped back motioned to me not clean, open to infection, no no, wrong should be like people. Yes, yes, I agreed. Nothing we can do. Your dog isn't having surgery. He couldn't even watch, Benny around noon with the pit mix. White van. Wonderfully loving to his dog. Pink was called and going over her paperwork I was asked if she was getting her second rabies. I stated no, she is 7mo old all the while doing surgery behind the person I talked too. They took my money, Arlene took pink back. Not quite sure how the volunteer at the shelter Arlene was in charge of the traffic flow for these people? Anyone? I noticed at least 3 different women. None made eye contact.

I am a retired Vet tech and began in the late 80s. I have done surgery with vets on farms more sterile. It appears they are a regular team on Sells reservation. I am still certified. I believe it's wrong to spay neuter out of the shelter/office. No premise license I am sure no facility for surgery. After the team left the calls began coming about incisions undone and a scrotal sack split from swelling. This is a very small town and I wish to remain as nameless as possible.

Sent from my iPhone



Virus-free. www.avg.com



15156050977580.jpg
172K





Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

The animal id of pictures.

Cindy [REDACTED]
To: Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Mon, Jan 22, 2018 at 2:25 PM

Ok I thought I will go over weds and get you photos of inside and the sketch.
The ABPT in the photo was a owner redemption from PACC and the chi was a owner requested spay.
They were sent home soon after waking with e-collars and an emergency phone number to the vet office in Tucson. Calls
of complaint came in within hours of the vet and team leaving Ajo. There is no local vet care within 100 miles. The first
call was a cat, incision that opened before they left. They returned for a redo. I hope to provide every detail you need.

Cindy
Sent from my iPhone
[Quoted text hidden]



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

The animal id of pictures.

Cindy <[REDACTED]>
To: Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Mon, Jan 22, 2018 at 2:53 PM

I am the only witness with a statement which is my final email to you beginning January 9 about half past 11. The last one. The first one was right after it happened. Then after a week of cooling I sent you the final with the other info. There could be a couple people I haven't talked to and I will forward info if I get it. And I will attempt to get statements. Thank you for your help. We had a good system here. I don't know what has happened. The big directors that have never been here are making decisions and contracts.

Cindy

Sent from my iPhone
[Quoted text hidden]

18-54 Board Investigation
Kellie A Barrett, DVM

1/9/18 Ajo Clinic

The Ajo clinic was conducted at the PACC facility on 1/9/18 due to the Asavet mobile unit was no longer functional because of a wreck last fall. We completed surgeries that day for adopted PACC animals. Two animals referenced "Patches" and "Dante" were adopted animals. To my knowledge, Santa Cruz Veterinary Clinic nor Asavet Charities were notified of any post op complications regarding "Patches". We give all clients post - op instructions with a 24 hour cell phone number if there are questions or concerns. Plus we give the Santa Cruz Veterinary number as well for additional assistance.

Patches was a normal dog spay. All patients were prepped and clipped for surgery. A chlorhexidine surgery prep was completed by technician Lisa; alternating between scrub and solution – 3 times with a final wipe of alcohol. Then I draped with a sterile drape for surgery. The pictures provided are both showing different stages of prep in process. The complainant mentioned that the patients were on a "pee pad", but in fact they are on surgery pads, that are absorbent.

Dante was a normal dog neuter as well as an aural hematoma repair on the right ear. We cleaned his ears and medicated his ears due to ear infections during the pre-op period.

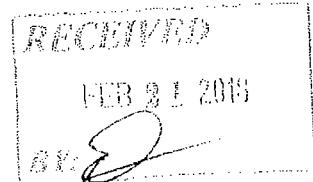
Dante's owner's did call the after hours cell phone. Dr. Neal had the cell phone and asked me to return the phone call. Dante had gotten his e-collar off and had some post-op oozing. I had Ms. Sandoval send me a photo, which was similar to the photo in the record from the board photos. I advised the owner to ice pack over night and keep Dante as calm as possible. Since Ms. Sandoval had no means for transportation to Tucson, we would have one of our staff members transport Dante to Tucson for a scrotal ablation. Ms. Sandoval told me she was grateful that we could help her with transportation and surgery. Dr. Neal performed the second surgery at no cost. We were in communication with Ms. Sandoval throughout Dante's second surgery and recovery.

Mr. Fry was mentioned in the investigation. I examined both of his dog's Max and Mara. He was concerned about Valley Fever. Max has a previous history of Valley Fever and he was concerned for his other dog. We drew blood and sent the blood to IDEXX when we returned to Tucson. When the results were in, I personally called Mr. Fry and gave him the results for both dogs. I helped him get a refill for fluconazole for Max. He never mentioned that he was unhappy with our services.

As mentioned by complainant, the PACC office was not an ideal surgery suite but all surgeries completed were done in a sterile manner, patients were monitored by a licensed technician and completed by an experienced spay/neuter veterinarian.

kellie@santacruzpet.com
cell number [REDACTED]
work number 520-889-9643

Kellie Barrett DVM



DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Donald Noah, D.V.M. - Chair
Amrit Rai, D.V.M.
Adam Almaraz
Christine Butkiewicz, D.V.M.
Tamara Murphy

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Victoria Whitmore, Executive Director
Sunita Krishna, Assistant Attorney General

RE: Case: 18-54

Complainant(s): Cynthia Stutesman

Respondent(s): Kellie Barrett, DVM (License: 5096)

SUMMARY:

Complaint Received at Board Office: 1/22/18

Committee Discussion: 4/2/18

Board IIR: 5/16/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014
(Salmon); Rules as Revised September
2013 (Yellow)

On January 9, 2018, "Patches" Olsen, a 15 month old female Chihuahua mix and "Dante" Sandoval, a 3 year old male Pitbull was presented to Respondent for altering. Post-surgical complications occurred and Complainant expressed concerns regarding the premise sanitation and procedures.

Complainant contends Respondent was negligent in the care of the dogs.

Complainant was noticed and did not appear.

Respondent was noticed and appeared telephonically. Counsel, David Stoll, appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: Cynthia Stutesman
- Respondent(s) narrative/medical record: Kellie Barrett, DVM
- Consulting Veterinarian(s) narrative/medical record: Karter Neal, DVM
- Witness(es) narrative: ASAVET Charities and Santa Cruz Veterinary Clinic Staff

PROPOSED 'FINDINGS of FACT':

1. Complainant expressed concerns with a premise that she believed was unlicensed where spays and neuters were performed in a shelter office. Post-surgical complications had occurred and Complainant was concerned about sterility and premise conditions.
2. Respondent explained that the licensed mobile clinic, Asavet, was in an accident and was non-functional therefore the Ajo clinic was conducted at PACC facility for the animals that had been adopted at PACC.

"Patches" Olsen:

3. The dog was presented to Respondent for a spay procedure. The dog was examined; pre-anesthetized with acepromazine and butorphanol SQ; induced with ketamine and midazolam and maintained on isoflurane. The dog was spayed and administered ketoprofen SQ. The dog was discharged later that day.
4. Complainant submitted a picture of what she claims is the dog's spay incision. Dr. Neal, responsible veterinarian for the premise, stated that they were never notified about a problem with the dog's incision. The picture appeared to be a mild infection several days out from surgery, but does not know the outcome.

"Dante" Sandoval:

5. The dog was presented to Respondent for a neuter procedure and aural hematoma. The dog was examined; the dog was pre-anesthetized with acepromazine and butorphanol SQ; induced with ketamine and midazolam and maintained on isoflurane. The right ear was cleaned and treated but no surgery was performed. The neuter was performed, the dog was administered ketoprofen and the dog was discharged later that day.
6. Ms. Sandoval contacted the after-hours cell phone; she reported that the dog had removed his Elizabethan collar and had some post-op oozing. Ms. Sandoval sent a photo to Respondent and she advised to ice pack overnight and keep the dog quiet as possible.
7. The following day, since Ms. Sandoval had no means of transportation, Respondent's staff transported the dog to Tucson where Dr. Neal performed a scrotal ablation at no cost.
8. Dr. Neal stated that the excessive bleeding was associated with scrotal vessels therefore the scrotal ablation resolved the issue. The dog was tested for Ehrlichia and was negative, which is another common cause of post-op scrotal swelling.

COMMITTEE DISCUSSION:

The Committee discussed that they did not have any concerns with this case. It is understandable that if a pet owner had an issue with their pet, they may feel in hindsight that the facility was not properly set up to handle certain procedures and provide care in a pop up type of premise.

The team brought in their own equipment, surgery tables, etc. to ensure compliance. The conditions at some animal control facilities for spay and neuter clinics are not always ideal but meet the minimum standard of care. Proper post-op instructions were handed out and post-op complications that were reported were addressed in a prompt, professional manner.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

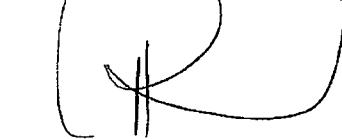
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division